



Quintica: discovering opportunities, developing experiences and exploring innovation.



Charles Osburn
CEO | Quintica Group

The vision

Quality driven services

Quintica is a quality driven, operational governance and controls consulting company. We assist companies meet their business objectives by understanding and bridging the gap between their defined strategies.

We do this by developing and designing the key high impact prioritised services needed to support the business and its customers, both internal and external, in meeting the business objectives.

We ensure the correct people, processes (operational & support) and technology are in place to support and deliver those key services; this is done using the internationally recognised methodology, the Q-Journey.

The Q-Journey is based on international standards and frameworks to ensure the highest level of quality is maintained. In addition the Q-Journey focuses on assisting with the management of cash, costs and customers to ensure long term business sustainability.



The company

A classical approach

Quintica was founded in 2001 with a remit to create a classic Service Management company. In 2009, Quintica and the Eaton Group, a telecommunications infrastructure provider, saw an opportunity to extend an existing and very successful joint venture and the two companies merged.

Quintica has developed its business based on four core services: Information Technology, Financial Management, Human Resources and Customer Relationship Management, each of which shares an objective to achieve and maintain global standards. Through these services we enable our clients to enhance their business, manage cash-flow, reduce their costs and attract new customers, resulting in businesses which stand head and shoulders above the competition.

To deliver our promise, we access the widest array of specialist expertise. Our approach is a collaborative and consultative one, with no pre-subscribed solution, but rather a bespoke creation deployed to suit your specific requirements based around our methodology.

Quintica Offices are located in:

Dubai | United Arab Emirates

Johannesburg | South Africa

Nairobi | Kenya



Our methodology

The Q-Journey

“We strive to be recognised as the thought-leaders in business change. We achieve this status by innovative use of our methodology combined with global best practice and experienced, capable, professional resources. We aim to help businesses achieve sustainability in current market conditions with our strategic focus on the three Cs; CASH, COSTS and CUSTOMERS.”

Ingo Tuschardt
Director | ITSM Consulting

Every journey we embark upon, regardless of the direction, should allow us to learn a life lesson. At Quintica we pride ourselves on the education we have received as a direct result of the relationships we have forged with our clients. During our corporate journey we have developed a firm understanding of the needs and wants of today’s businesses, and from these revelations we have created a methodology based on experience and best practice: the Q-Journey.

The Q-Journey is our structured methodology for business change and growth. When combined with best practice process frameworks and international standards, the Q-Journey ensures that every Quintica client can become a global leader and a holistically-aligned, sustainable business.

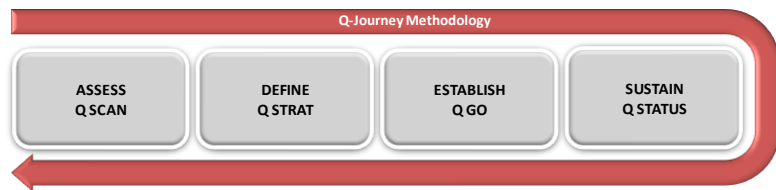


Figure 1 - Our internationally recognised Q-JOURNEY Methodology.

The Q-Journey drives companies to follow 'best practice' by a dual process -the constant measurement of performance and unwavering adherence to local and globally-renowned standards. Within the realms of the Q-Journey is a series of tools that we use to ensure our approach to your business is 100% successful, every time.

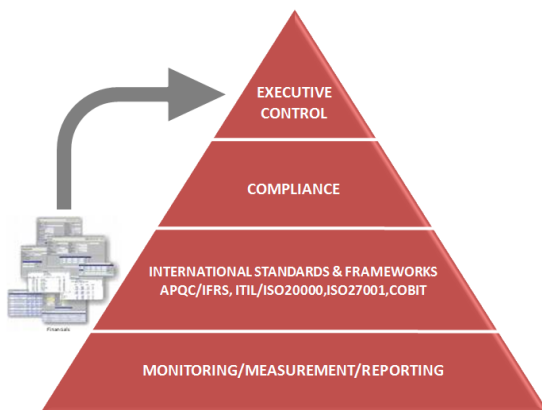


Our approach

Benchmarking your business

As a direct result of our global experience, we have identified the essential business functions on which every business should focus on. They are Information Technology, Finance, Human Resources and Customer Relationship Management.

When honing these functions it enables your business to deliver the ultimate service, matched to global standards such as APQC, IFRS CIPD & SHRM. The results will not only guarantee you attainment of your business objectives but will also begin the vital process of measurement.



At Quintica, we know that every programme has its own unique features and direction but we also know that there are certain processes that are common in every business. By understanding your requirements and applying the Q-Journey we believe our approach is the most operational and business aligned consultancy in the Middle East and Africa.

Figure 2

Implementing customised focussed solutions based on International frameworks & standards to ensure compliance using our internationally recognised Q-JOURNEY Methodology.



Our services

Delivering in your environment

“We recognise that we are only as good as the people we hire; hence we attract the best and most diverse talent and let them focus on our clients’ challenges”

Colin Cloete
Managing Director | MENA

As you know, we take a bespoke, strategic view with our aim always being to ensure that our services and employees perfectly complement your needs.

The operational side of any business sits within four governance foundations and at Quintica we have developed our business around the governance models of Information Technology, Human Resources, Financial Management and Customer Relationship Management.

Within our governance models lie the strategically aligned services of: Education, Consultancy, Technology and Managed Services. Our table below highlights what we use and how we drive the market.

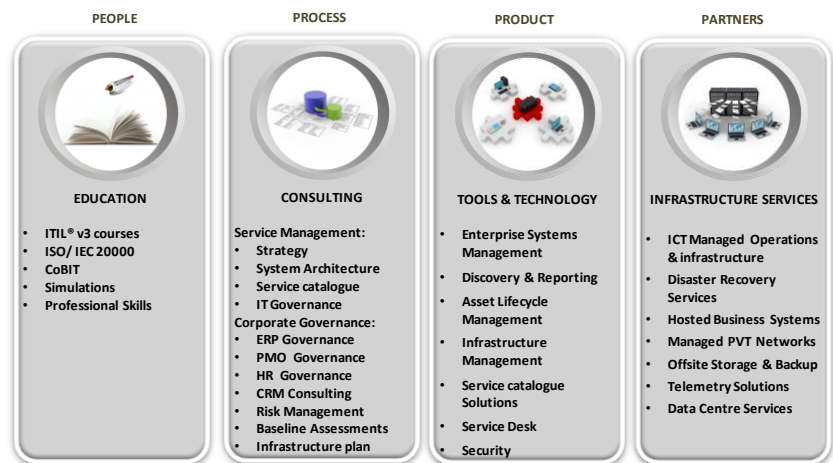
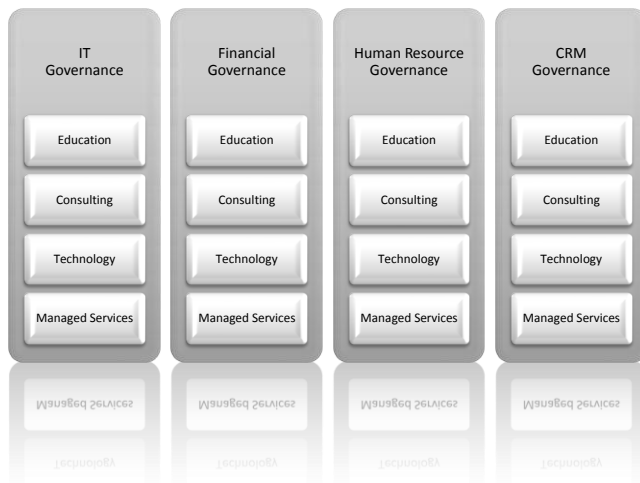


Figure 3 - The 4 P's underpinning our strategically aligned services

Consultancy services

Plan & maintain your business

Organisations continually plan ahead, deriving various strategies which leverage business units to achieve common goals. We help your company align business strategy with business objectives to ensure consensus, synergy and action.



Our team of consultants focuses on the four foundations of business and delivers strategy formulation and implementation into these key areas. Our objective is to incorporate the correct resources, deployment and management into your business without disruption to the day to day environment.

To deliver our governance model we ensure we deliver against Business Managed Services and to do this we engage with, Project Management, Service Management and International Business Standard assessments.

Within our governance models lie the strategically aligned services of:

1. Education
2. Consultancy
3. Technology
4. Managed Services





Training services

Building the future of your business

Businesses are continuously demanding a higher level of business professionalism and acumen from their IT divisions. Because little understanding exists of IT Management as a business profession, it is difficult for a business to understand exactly what should be expected from the IT professional, and conversely what the IT professional should expect from the business.

We believe in the successful transfer of knowledge. We aim to empower you and your people to embrace, manage and truly understand best practice mindsets and successful IT Service Management in both business and IT terms.

Q-Campus, through its unique Q-Track concept, offers programmes across a wide variety of disciplines. Programmes centre on our core business of IT Service Management; however, we provide also programmes in other complementary disciplines and supporting areas:

- ITIL®
- Project Management
- ISO 20000
- Simulation
- Professional & other skills



Managed services

The service behind your business

Quintica provides a portfolio of proven and reliable offerings to support our customers' service, hardware and infrastructure assets.

Our centralised approach offers a 24/7 IT Operations Centre providing hosted and managed services which include options for remote site monitoring, management and on-site staff coordination.

Quintica also offers comprehensive customer support, technical troubleshooting, remote site configuration changes and overall coordination of field repair work.

Services include:

- 24/7 Technical Support Desk - remote monitoring, management and call out facilities
- Preventative analysis to predict weak spots and break points
- Capacity trending to ensure 'just-in-time' upgrades
- Scalable hosting facility
- Best in class remote site monitoring tools
- Device management for multiple units (in the thousands)
- Fully secure Data Centre 24/7
- Security guards and continual camera footage
- SAN storage
- Large, redundant UPS
- Large technical training facilities
- Continual environment monitoring
- Visual and audible alarms and alerts



Technical services

The engine of your business

Our technology team with the aid of their expertise and services can deliver business against the following:

- **Fixed costs, turnkey solutions**
- **Ad hoc time & material engagements**
- **Long term in-house resourcing**
- **Remote system administrative support**

We are ideally placed to provide your IT department with leading technology and advice through our strategic alliances with global partners.

Our technical specialists are certified in the practice of Service Management. Our approach is a “service-led” approach combining the Q-Journey with the tried and tested Blue Print methodology. It is based on the knowledge we have gained through working with various business software and the best practice technologies across the world.

Our specialist approach is simple; we plan, support and operate technology for your business, around your business, what does this mean?

Planning – technology resource planning manages the business of IT by providing transparency across 100% of the IT spend, so improving staff utilisation and reducing cost of compliance at the same time.

Supporting – technology support can reduce support costs by as much as 25% in doing so, it reduces failed changes in IT and accelerates ITIL initiatives by up to 50% across the business.

Operating - our technology team can provide intelligence and delivery on the IT operations across the organization. The objective is to always drive down risk, restore services quicker and manage IT infrastructure, both physically and virtually.



Working with you

Strategy, sustainability & standards

Many of our public and private sector clients have engaged Quintica to deliver high value information that not only facilitates strategic decision making, but also ensures high sustainability of their business.

It became apparent to us through those engagements that the ability to deliver high-value information and gain competitive advantage is dependent on three key factors:

- Adopt a strategy that keeps business energy focused on managing the 3 Cs - CASH, COSTS and CUSTOMERS.
- Adopt a sustainable practice through structured methodology to ensure successful delivery of change.
- Adopt logical international best practice process frameworks and standards.

Many companies try to run before they can walk, this is evident in the number of failed business applications implemented in the past. It may have been a successful IT implementation, but if it does not meet business expectations then it can be considered to have failed. Common key applications such ERP, Asset Management and Service Desks Solutions have frequently been implemented with limited business success.

These failures impact the CASH, COST and CUSTOMERS of the business dramatically. Most of these solutions support automated key business services and processes, yet few organisations understand or have documented these services and processes.

